

Q&A About Mail Service Shipping

Walgreens Healthcare Plus* is committed to shipping every prescription order according to the medication's needs, as well as applicable legal requirements. We evaluate appropriate packaging and shipping methods with these considerations in mind: container size, the type of medication, and any specific handling requirements for that medication. This Q&A answers common shipping-related questions.

Q. What kind of container is used to ship my medication? How do I know it will be safe?

A. Walgreens Healthcare Plus uses a coextended polyolifin mailer that offers some distinct safety and convenience features:

- Visible, tamper-evident security ensures product integrity.
- The recyclable material is waterproof.
- The package includes both the medication and re-order information.

Q. My medication must stay at a specific temperature. How can I be sure it will stay cool enough in transport during the hottest times of the year?

A. Any medications that require refrigeration are shipped in cold packs per the manufacturer's requirements or according to the following Walgreens Healthcare Plus specifications:

- From May 1 through September 30, insulin and other temperature-sensitive medications are shipped in cold pack to all customers.
- During the rest of the year, we continue to cold pack for warmer climates (for example, Florida and California) as determined by specific ZIP codes.

Q. I value my privacy. How will my mail order packages be labeled?

A. Walgreens Healthcare Plus appreciates your concerns and works to maintain your privacy. That's why we have made sure there are no indications on the shipping package to suggest it was sent by a pharmacy.

Q. How do I know when I will receive my medication?

A. Please allow up to two weeks for delivery. If you wish to check the status of your order, you can utilize our Rx Order Status E-mail service: Simply provide us your e-mail address and we automatically notify you by e-mail that your order has been received and shipped, and specify which delivery method was used. To sign up for this option, please provide your e-mail address with your order form or update your registration form online at www.mywhi.com.



To submit your e-mail address, inquire about your order status, or ask questions, call a Customer Service representative at **1.800.345.1985.**